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		First Named Inventor	Hadi Partovi
		Art Unit	2141
		Examiner Name	Adnan M. Mirza
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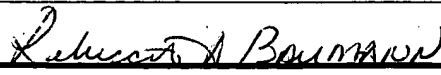
ENCLOSURES (check all that apply)

<input checked="" type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Response <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Petition Routing Slip (PTO/SB/69) and Accompanying Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Statement Under 37 CFR 3.73(b) <input type="checkbox"/> Change In Entity Status <input type="checkbox"/> Request for Refund	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input checked="" type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Additional Enclosure(s) (please identify below): Return Receipt Postcard
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SIGNATURE OF APPLICANT, ATTORNEY OR AGENT

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Signature			
Date	September 10, 2004		

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Approved for use through 04/30/2003. OMV 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE**FEE TRANSMITTAL**
for FY 2004

Effective 01/01/2004. Patent fees are subject to annual revision.

☒ Applicant claims small entity status. See 37 C.F.R. § 1.27**TOTAL AMOUNT OF PAYMENT** (\$) 165.00**Complete if Known**

Application Number	09/579,965
Filing Date	05/26/2000
First Named Inventor	Hadi Partovi
Examiner Name	Adnan M. Mirza
Art Unit	2141
Attorney Docket Number	TEL-00-001-3P

METHOD OF PAYMENT (check one)1. ☒ The Director is authorized to charge indicated fees and credit any over payments to:Deposit Acct. No. **50-0574 (Docket No. TEL-00-001-3P)**Deposit Acct Name **Bever, Hoffman & Harms, LLP**☒ Charge Any Additional Fee Required Under 37 CFR § 1.16 & 1.172. ☐ Payment Enclosed:☐ Check ☐ Credit Card ☐ Money Order ☐ Other**FEE CALCULATION****1. BASIC FILING FEE**

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
1001	770	2001	385	Utility filing fee	
1002	340	2002	170	Design filing fee	
1003	530	2003	265	Plant filing fee	
1004	770	2004	385	Reissue filing fee	
1005	160	2005	80	Provisional filing fee	

SUBTOTAL (1) (\$) -0-**2. EXTRA CLAIM FEES FOR UTILITY AND REISSUE**

	Extra Claims	Fee from below	Fee Paid
Total Claims	-20** =	x	=
Independent Claims	-3** =	x	=
Multiple Dependent		=	

**or number previously paid, if greater; For Reissues, see below

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
1202	18	2202	9	Claims in excess of 20	
1201	86	2201	43	Independent claims in excess of 3	
1203	290	2203	145	Multiple dependent claim, if not paid	
1204	86	2204	43	**Reissue independent claims over original patent	
1205	18	2205	9	**Reissue claims in excess of 20 and over original patent	

SUBTOTAL (2) (\$) -0-**FEE CALCULATION (continued)****3. ADDITIONAL FEES**

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
1051	130	2051	65	Surcharge - late filing fee or oath	
1052	50	2052	25	Surcharge - late provisional filing fee or cover sheet	
1053	130	1053	130	Non-English specification	
1812	2,520	1812	2,520	For filing a request for <i>ex parte</i> reexamination	
1804	920*	1804	920*	Requesting publication of SIR prior to Examiner action	
1805	1,840*	1805	1,840*	Requesting publication of SIR after Examiner action	
1251	110	2251	55	Extension for reply within first month	
1252	420	2252	210	Extension for reply within second month	
1253	950	2253	475	Extension for reply within third month	
1254	1480	2254	740	Extension for reply within fourth month	
1255	2,010	2255	1,005	Extension for reply within fifth month	
1401	330	2401	165	Notice of Appeal	
1402	330	2402	165	Filing a brief in support of an appeal	165.00
1403	290	2403	145	Request for oral hearing	
1451	1,510	1451	1,510	Petition to institute a public use proceeding	
1452	110	2452	55	Petition to revive - unavoidable	
1453	1,330	2453	665	Petition to revive - unintentional	
1501	1,330	2501	665	Utility issue fee (or reissue)	
1502	480	2502	240	Design issue fee	
1503	640	2503	320	Plant issue fee	
1460	130	1460	130	Petitions to the Commissioner	
1807	50	1807	50	Petitions related to provisional applications	
1806	180	1806	180	Submission of Information Disclosure Stmt	
8021	40	8021	40	Recording each patent assignment per property (times number of properties)	
1809	770	2809	385	Filing a submission after final rejection (37 CFR 1.129(a))	
1810	770	2810	385	For each additional invention to be examined (37 CFR 1.129(b))	
1801	770	2801	385	Request for Continued Examination (RCE)	
1802	900	1802	900	Request for expedited examination of a design application	

Other fee (Specify) _____

* Reduced by Basic Filing Fee Paid

SUBTOTAL (3) (\$) 165.00**SUBMITTED BY**Name (Print/Type) **Jeanette S. Harms**Registration No. **35,537**
(Attorney/Agent)**Complete (if applicable)**Telephone **(408) 451-5907**Signature Date **September 10, 2004**



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Hadi Partovi et al.
Assignee: Tellme Networks, Inc.
Title: Method Of Updating An Electronic Phonebook Over
Electronic Communication Networks
Serial No.: 09/579,965 File Date: May 26, 2000
Examiner: Adnan M. Mirza Art Unit: 2141
Docket No.: TEL-00-001-3P

Date September 10, 2004

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APPEAL BRIEF

Sir:

This Appeal Brief, filed in triplicate, is in support of the
Notice of Appeal dated July 15, 2004.

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	A. <u>Claims 1-16 are patentable under 35 U.S.C. 103(a) over</u> <u>U.S. Published Patent Application 2001/0021948 (Khouri) and</u> <u>U.S. Patent 5,884,262 (Wise)</u>	10
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I. REAL PARTY IN INTEREST

The real party in interest is the assignee, Tellme Networks, Inc., pursuant to the Assignment recorded in the U.S. Patent and Trademark Office on August 28, 2000 on Reel 011032, Frame 0657.

II. RELATED APPEALS AND INTERFERENCES

Based on information and belief, there are no other appeals or interferences that could directly affect or be directly affected by or have a bearing on the decision by the Board of Patent Appeals in the pending appeal.

III. STATUS OF CLAIMS

Claims 1-16 are pending. Claims 1-16 stand rejected. In the present paper, rejected Claims 1-16 are appealed. Pending Claims 1-16 are listed in Appendix A.

IV. STATUS OF AMENDMENTS

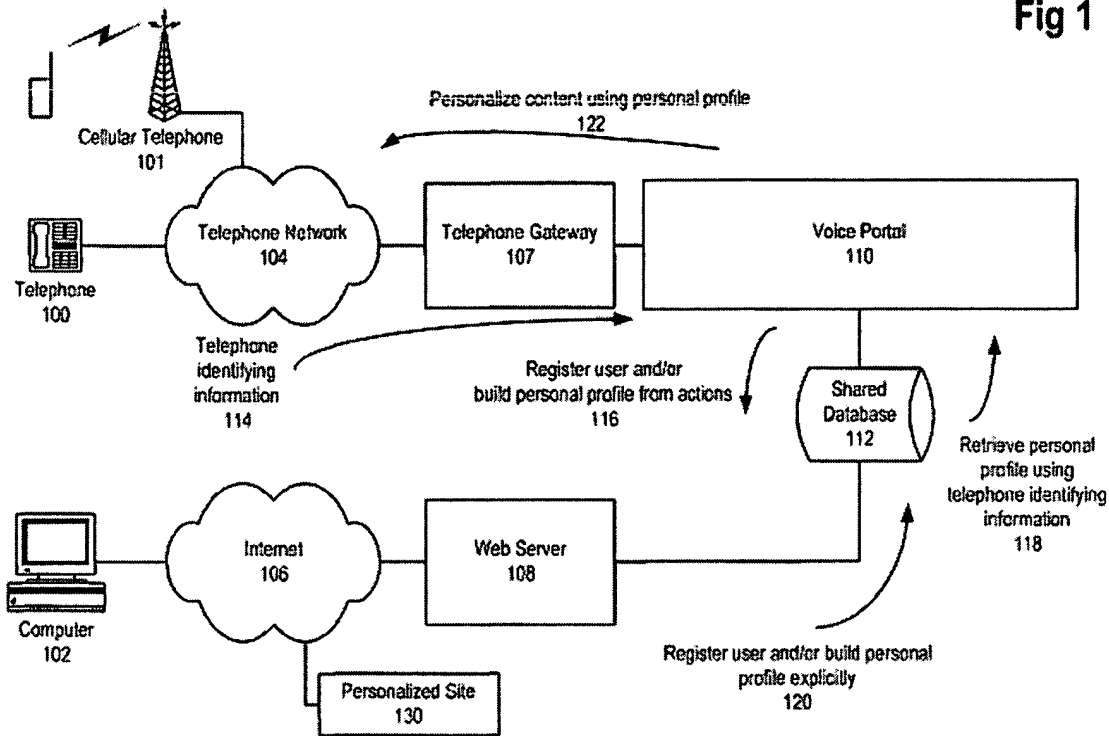
No claims were amended in this application.

V. SUMMARY OF THE INVENTION

The present invention is directed to accessing and updating an electronic phonebook over electronic communications networks, such as a telephone and computer networks.

Claims 1-9

Referring to Figure 1 (shown below), the voice portal 110 can be configured to store and forward messages recorded by a caller. Specification, page 41, lines 18-19. The voice portal 110 can be considered to be an interactive voice response (IVR) system, i.e. a system capable of receiving input via voice and keypad as well as responding using audio and other modes. Specification, page 41, lines 19-22. After the caller calls the voice portal, the caller's telephone identifying information (e.g. ANI) is received by the portal. This identifying information can be used to obtain the specific caller's profile. Specification, page 42, lines 1-3. Specifically, the voice portal 110 can be used to create, manipulate, and update a phonebook for each caller or caller profile in a shared database 112. Specification, page 39, lines 10-13.

Fig 1

The voice portal 110 can prompt the user for the message destination, which can be provided by the user speaking (e.g. "Mary Smith"), entering a DTMF sequence corresponding to the target destination's name, or entering a phone number that the voice portal 110 knows is mapped to a registered user. Specification, page 42, lines 11-17. When the destination name or phone number does not match any phonebook entry, the system can query the caller to determine if the caller wishes the system to remember the name (a common identifier) and number and to update the caller's phonebook accordingly. Specification, page 43, lines 3-6.

Claims 10-16

Voice portal 110 also facilitates the implementation of a user friendly mechanism that enables a sender to permit recipients to update their phonebooks with the sender's contact

information by performing a simple action, such as a mouse click. Specification, page 40, lines 3-6. To make use of this facility, the sender can include a link (e.g. a URL) in an email sent to a recipient using a computer 102 or alternatively by including the link on a website. Specification, page 40, lines 6-10. This link can be set to reference a web application for updating the phonebook information stored in shared database 112. Specification, page 40, line 11-13. The link should also uniquely identify the sender's profile as registered in the voice portal 110. Specification, page 40, lines 10-15.

When the recipient clicks on the link, an HTTP request is sent to the web site server 108 to determine if the recipient has an existing profile (and/or phonebook entry) that can be identified based on cookies stored on the recipient's computer (e.g. another computer 102). Specification, page 40, lines 15-19. A cookie is data that is stored on an end user's computer at the request of an accessed web site so that the site can, among other things, identify the user on each subsequent access request to the site. Specification, page 40, lines 20-22. A stored cookie is sent along with each HTTP request made by the user to the site that stored the cookie for so long as the cookie is valid. Specification, page 40, line 22 to page 41, line 1. If the recipient's profile can be identified from a received cookie, then the application accesses the selected information from the profile and enters that information in the recipient's profile and/or phonebook entry in shared database 112. Specification, page 41, lines 6-9.

For example, if a sender Jim has a new address and wants a recipient Mary to know this new address, then Jim can send Mary an email with a link. When Mary clicks on the link, the application automatically determines whether Mary has an existing profile for Jim. If so, then the application

automatically updates Jim's address in Mary's profile. (Note that in Claim 10, the recited "first user" could be the recipient and the recited "second user" could be the sender.)

VI. ISSUES

The following issue is presented to the Board of Appeals for decision:

(A) Whether Claims 1-16 are patentable under 35 U.S.C. 103(a) over U.S. Published Patent Application 2001/0021948 (Khoury) and U.S. Patent 5,884,262 (Wise).

VII. GROUPING OF THE CLAIMS

Claims 1-16 stand or fall together.

VIII. ARGUMENTS

A. Claims 1-16 are patentable under 35 U.S.C. 103(a) over U.S. Published Patent Application 2001/0021948 (Khoury) and U.S. Patent 5,884,262 (Wise)

Applicants have a two-pronged argument with respect to the rejection of Claims 1-16. First, Applicants submit that Khoury and Wise cannot be combined to reject the claims. Second, even assuming arguendo that these references can be combined, Khoury and Wise fail to disclose or suggest limitations recited in Claims 1 and 10 (independent claims) and other dependent claims.

1. Khoury and Wise cannot be combined.

According to the Office Action, a "user at telephone could request a long distance connection over computer network and

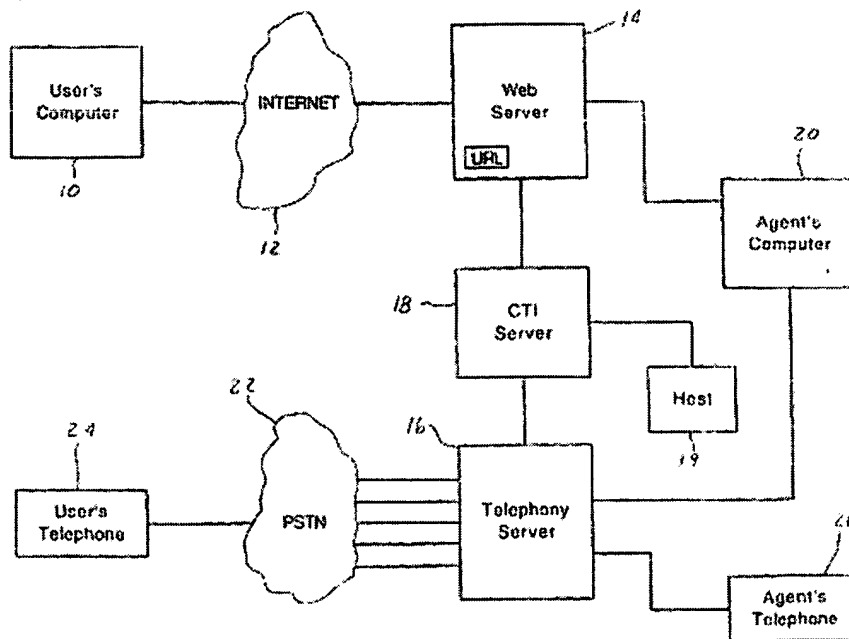
then input the telephone number of the desired telephone using DTMF signaling or voice commands disclosed by Wise in the method of Khouri to make it more efficient and cost effective by using interactive telephone access to computer network." Final Office Action, dated February 10, 2004, page 3.

Applicants traverse this statement based on the respective teachings of Khouri and Wise. A brief overview of each reference is now provided.

Khouri: Overview

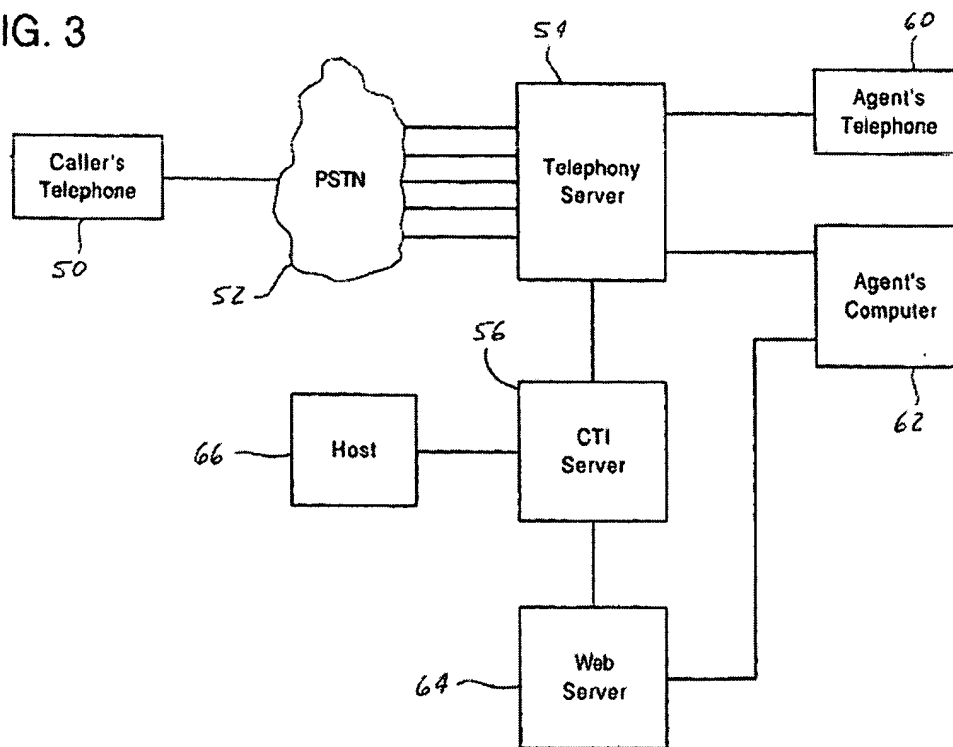
Khouri teaches a system for establishing communication between an individual and a representative of an organization. Paragraph [0004]. In one embodiment, illustrated in Fig. 1 (shown below), a user with a computer 10 can access the Internet 12 and view various web pages (accessed via web server 14). Paragraph [0026]. The user can request to talk with an agent (not shown, but using an agent's computer 20 and an agent's telephone 26) by activating a button on the web page. Paragraph [0026]. To do this, the user can enter his/her telephone number in an appropriate area on the web page. Paragraph [0028]. Then, the web server 14 can generate a request to connect an agent to the user. Paragraph [0031].

FIG. 1



Khoury teaches another embodiment, illustrated in Fig. 3 (shown below), in which a system can connect a user with a telephone 50 to an agent, who is using a telephone 60 and a computer 62. In this embodiment, a telephone server 54 generates a web page for an agent (the web page containing the caller's telephone number and other information about the caller), selects an agent to receive a call from the user, transmits the URL (or other unique identifier) (using web server 64) to the selected agent, and establishes a voice connection between the user and the selected agent. Paragraphs [0040 and 0041].

FIG. 3



Wise: Overview

Wise teaches providing interactive telephone access to a computer network, wherein data in audio/visual file format can be converted to a pure audio format. Col. 1, lines 60-63. Wise teaches an advanced intelligent network implementation that may be used to implement long distance telephone access across a network. Col. 9, lines 38-40. In this implementation and referring to Fig. 4 (shown below), a user at a telephone 10 could request a long distance connection over a computer network 15 and then input the telephone number of the desired telephone 40 using DTMF signaling or voice commands. Col. 9, lines 40-43. Once ISCP 320 receives instructions from the user through central office 310, Server IP 350 establishes a connection to the specified telephone 40 across a network 15 through Server IP 450, ISCP 420, and central office 410. Col. 9, lines 44-47. Audio information from user's telephone 10 is properly formatted

and placed in packets by speech IP 340 for transmission across network 15. Col. 9, lines 47-50. Server IP 450 receives the packets of audio information from network 15, and ISCP 420 in conjunction with speech IP 440 decodes the packets to establish a long distance telephone call to telephone 40. Col. 9, lines 50-53. Audio information from telephone 40 is transmitted to telephone 10 in a similar manner after a connection is established. Col. 9, lines 53-55.

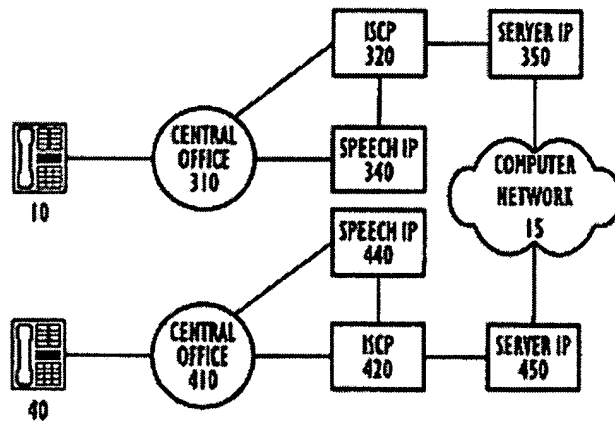


FIG. 4

It Would Not Be Obvious To Combine Khouri And Wise

Khouri states that user navigating a web site can have questions regarding products/services that require representative help. However, finding the telephone number for a representative in an organization using the web site can be tedious and uncertain. Paragraph [0002] To resolve this communication problem, Khouri teaches that the user can activate a "call me back" button on the web page. Paragraph [0026] Therefore, it would not be obvious to combine Khouri with a teaching in Wise that a user inputs the telephone number of the

desired telephone using DTMF signaling or voice commands. In fact, having a user input a telephone number is contrary to the teaching of Khouri. Khouri teaches that a system should provide this service. Paragraph [0006] Therefore, Applicants respectfully submit that Khouri and Wise cannot be combined to render Applicants' claims obvious.

2. Even if combined, Applicants' claim limitations are not taught by Khouri and Wise.

Even assuming arguendo that Khouri and Wise can be combined, these references still fail to disclose or suggest limitations in Claims 1-9, as now explained.

Claim 1 recites a method of updating a user profile implemented by a computer-based interactive voice responsive system. Specifically, Claim 1 recites in part:

(g) prompting the caller with an option to enter the target telephone number in the user profile when the target telephone number does not correspond to an extant telephone number entry in the user profile; and

(h) in response to selection of the option by the caller, prompting the caller to input an identifier with which to access the target telephone number, receiving the identifier, and storing the target telephone number and the identifier in the user profile.

Applicants submit that neither Khouri nor Wise, either individually or in combination, disclose or suggest at least these limitations.

Notably, Khouri fails to teach anything regarding updating a user profile with the target telephone number and an identifier for that target telephone number provided by the user. The Office Action concedes that Khouri fails to teach step (g). Applicants respectfully traverse the characterization in the Office Action that Khouri teaches step (h) in paragraph

[0029]. Specifically, paragraph [0029] of Khouri teaches a verification process wherein a user is confirmed as wanting to speak to an agent. This verification process has nothing to do with, if the target telephone number is not extant in the user profile, prompting the caller to input an identifier and then storing both the target telephone number and the user-provided identifier in the user profile.

Wise fails to remedy the deficiency of Khouri. The Office Action cites Wise at col. 9, lines 38-44 as teaching (g). In this citation, which refers to Fig. 4, Wise teaches that a user at a telephone 10 could request a long distance connection over a computer network 15 and then input the telephone number of the desired telephone 40 using DTMF signaling or voice commands. Therefore, Wise also fails to disclose or suggest anything regarding updating a user profile with the target telephone number and an identifier for that target telephone number provided by the user. Specifically, Wise also fails to disclose or suggest recited steps (g) and (h).

Because Khouri and Wise, even in combination, fail to render obvious Claim 1, Applicants request reconsideration and withdrawal of the rejection of Claim 1.

Claims 2-9 depend from Claim 1 and therefore are patentable for at least the reasons presented for Claim 1. Based on those reasons, Applicants also request reconsideration and withdrawal of the rejection of Claims 2-9.

For the record, Applicants traverse certain characterizations of Khouri and Wise cited in the Office Action. Specifically, for Claims 2 and 3, the Office Action cites Khouri paragraph [0029]. This paragraph teaches that if the user can be called as requested, then that telephone call is initiated. The procedure verifies that the person answering the telephone call wants to talk to an agent of the organization. This

verification can be implemented by any type of telephone answering service or integrated voice response system. Nothing in this citation teaches that the identifying information is an ANI associated with the incoming call (Claim 2). Moreover, nothing in this citation teaches the further step of calling the target telephone number (Claim 3). Clearly, the user's own telephone number cannot correspond to the "target" telephone destination.

For Claims 4 and 7, the Office Action cites Wise col. 5, lines 47-55. This citation teaches that call manager 210 software implemented on a computer directs the audio file player 270 to recite a voice prompt. Thus, this citation teaches nothing regarding the target telephone destination (for example, in the context of steps (d) and (e)) being a spoken name (Claim 4) or the identifier being a spoken name (Claim 7).

For Claims 5 and 8, the Office Action cites Wise col. 5, lines 45-55. This citation teaches that a user can initiate connection of a telephone to the system by taking the telephone off hook and dialing a telephone number. This citation further teaches that call manager 210 software implemented on a computer directs the audio file player 270 to recite a voice prompt. Thus, this citation teaches nothing regarding the target telephone destination (for example, in the context of steps (d) and (e)) being a spoken number sequence or the identifier being a spoken number sequence.

Based on the above comments, Applicants request further reconsideration and withdrawal of the rejections of Claims 2-5 and 7-8.

Claim 10 recites a method of updating a first user profile retrieved from a second user profile. Specifically, Claim 10 recites:

In a world wide web connected computer system, a method of adding to a first user profile corresponding to a first user a data set retrieved from a second user profile corresponding to a second user in response to a single HTTP request made by the first user, the HTTP request corresponding to a URL provided by the second user to the first user and including a second user identifier corresponding to the second user profile, said method comprising:

- (a) receiving the single HTTP request from the first user;
- (b) using the second user identifier to selectively retrieve the data set from the second user profile;
- (c) determining if the single HTTP request includes a cookie that is associated with the first user profile;
- (d) adding the data set to the first user profile in response to determining that the single HTTP request includes the cookie that is associated with the first user profile.

Applicants submit that Khouri and Wise fail to disclose or suggest the preamble and each limitation recited in Claim 10. Applicants traverse the characterizations of these references in the Office Action.

Wise in col. 9, lines 13-26, teaches nothing regarding adding to a first user profile corresponding to a first user a data set retrieved from a second user profile corresponding to a second user in response to a single HTTP request made by the first user. Instead, in this passage, Wise merely teaches that a location profile can be triggered by a location ID from the user's cell phone.

Wise in Col. 9, lines 27-37 teaches nothing regarding the HTTP request corresponding to a URL provided by the second user to the first user and including a second user identifier corresponding to the second user profile. Instead, in this

passage, Wise teaches that caller and location IDs can be used to ensure secure access to sensitive networks/files.

Wise in Col. 9, lines 1-10, teaches nothing regarding receiving the single HTTP request from the first user and using the second user identifier to selectively retrieve the data set from the second user profile. Instead, in this passage, Wise teaches that an AIN network could be aware of the availability of a user profile through caller ID or other AIN identification features, thereby facilitating the creation of custom reports for that user. For example, instead of traversing several system menus and submenus to access frequently-accessed information (stock prices, traffic reports), the system could have an initial prompt to immediately access that information.

Khoury in paragraph [0034] teaches nothing regarding determining if the recited single HTTP request includes a cookie that is associated with the first user profile. Instead, in this passage, Khoury teaches that information regarding a caller can be obtained from a database based on the caller's telephone number. Retrieved information regarding the caller is used to generate a web page, the URL of which is provided to an agent's computer for display.

Khoury in paragraph [0035] teaches nothing regarding adding the data set to the first user profile in response to determining that the single HTTP request includes the cookie that is associated with the first user profile. Instead, in this passage, Khoury teaches one system configuration (see Fig. 3 of Khoury) including a caller's telephone, a PSTN, a telephony server, a CTI server, a web server, and a host.

Because Wise and Khoury in combination neither disclose nor suggest the limitations of Claim 10, Applicants request reconsideration and withdrawal of the rejection of Claim 10.

Claims 11-16 depend from Claim 10 and therefore are patentable for at least the reasons presented for Claim 10. Based on these reasons, Applicants also request reconsideration and withdrawal of the rejection of Claims 11-16.

For the record, Applicants traverse certain characterizations of Khouri and Wise cited in the Office Action. For example, Claim 11 recites wherein the second user identifier is a parameter specified in the URL. Wise, in Col. 9, lines 27-37, teach nothing regarding this URL. Instead, in this passage, Wise teaches that caller and location IDs can be used to ensure secure access to sensitive networks/files.

Claim 13 recites wherein the data set is a vCard. As explained by Applicants in the Specification, page 39, lines 14-20, a vCard is a data format including a name, address information, date and time, and optionally photographs, company logos, sound clips, and geo-positioning information. Wise, in Col. 9, lines 34-37, teaches nothing regarding a vCard. Instead, in the cited passage, Wise teaches that an AIN may interact with a computer network to ensure proper identification and encryption of financially sensitive information.

Claim 14 recites wherein the telephone identifying information is an ANI. Khouri, in paragraph [0029], teaches nothing regarding ANI. Instead, in this passage, Khouri teaches a verification process wherein an outbound telephone call is initiated to a telephone number (that telephone number is obtained by having the user enter the number, as described in paragraph [0028]).

Based on the above comments, Applicants request further reconsideration and withdrawal of the rejections of Claims 11, 13, and 14.

IX. CONCLUSION

For the foregoing reasons, it is submitted that the Examiner's rejections of Claims 1-16 are erroneous, and reversal of these rejections is respectfully requested.

Respectfully submitted,



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Date

Rebecca A. Baumann
Signature: Rebecca A. Baumann

X. APPENDIX A

1. A method of updating a user profile implemented by a computer-based interactive voice response system, said method comprising:

- (a) receiving an incoming call from a caller;
- (b) retrieving a telephone identifying information from the incoming call;
- (c) using the telephone identifying information to access the user profile, the user profile corresponding to the telephone identifying information;
- (d) prompting the caller for a target telephone destination;
- (e) receiving the target telephone destination;
- (f) determining a target telephone number corresponding to the target telephone destination;
- (g) prompting the caller with an option to enter the target telephone number in the user profile when the target telephone number does not correspond to an extant telephone number entry in the user profile; and
- (h) in response to selection of the option by the caller, prompting the caller to input an identifier with which to access the target telephone number, receiving the identifier, and storing the target telephone number and the identifier in the user profile.

2. The method of Claim 1 wherein the telephone identifying information is an ANI associated with the incoming call.

3. The method of Claim 1 or 2, comprising the further step of calling the target telephone number.

4. The method of Claim 1 or 2, wherein the target telephone destination is a spoken name.

5. The method of Claim 1 or 2, wherein the target telephone destination is a spoken number sequence.

6. The method of Claim 1 or 2, wherein the target telephone destination is a DTMF

7. The method of Claim 1 or 2, wherein the identifier is a spoken name.

8. The method of Claim 1 or 2, wherein the identifier is a spoken number sequence.

9. The method of Claim 1 or 2, wherein the identifier is a DTMF sequence.

10. In a world wide web connected computer system, a method of adding to a first user profile corresponding to a first user a data set retrieved from a second user profile corresponding to a second user in response to a single HTTP request made by the first user, the HTTP request corresponding to a URL provided by the second user to the first user and including a second user identifier corresponding to the second user profile, said method comprising:

- (a) receiving the single HTTP request from the first user;
- (b) using the second user identifier to selectively retrieve the data set from the second user profile;
- (c) determining if the single HTTP request includes a cookie that is associated with the first user profile;
- (d) adding the data set to the first user profile in

response to determining that the single HTTP request includes the cookie that is associated with the first user profile.

11. The method of Claim 10, wherein the second user identifier is a parameter specified in the URL.

12. The method of Claim 10, wherein the data set comprises a name and a telephone number.

13. The method of Claim 10, wherein the data set is a vCard.

14. The method of Claim 10, wherein the telephone identifying information is an ANI.

15. The method of Claim 10, 11, 12, 13, or 14, wherein the second user identifier comprises a user-ID corresponding to the second user.

16. The method of Claim 10, 11, 12, 13, or 14, wherein the second user identifier comprises a telephone identifying information corresponding to the second user.